

# FAQ:

## WEMS Activity Log (A/L) and Invoicing for LE Supervisors and Fiscal

### **How do I bill the various “non-patrol” type of activity, such as dispatchers?**

A: If you are already attaching electronic A/L's to an invoice, then you would do the same for any non-patrol activity. Have the person complete as much information as possible on the A/L, and in the comments, enter what their activity was. A supervisor will still need to certify the A/L, and LE Fiscal will add in the hourly rate before invoicing.

### **I want WEMS to open to a different screen. How do I set it to open like that each time I log-in?**

A: Navigate to the page where you want WEMS to open. In the upper right hand corner, click on the circle with your initial. From that menu, select “Set As Homepage”. Then you will see that page whenever you log into WEMS.

### **I accidentally deleted an activity log or invoice. How can I get it back?**

A: Just email [wemshelp@wtsc.wa.gov](mailto:wemshelp@wtsc.wa.gov) and give us the number for the Invoice or Activity log. If you don't have the number, provide the agency, user, dates, and any other details you remember. We can restore it back just as it was prior to deletion.

### **I'm not getting the emails I was expecting from WEMS. Why not?**

A: Check your junk mail folder, and also make sure you don't have any rules set up on your inbox to automatically move emails from WEMS to another folder. If you can't find the emails anywhere, email [wemshelp@wtsc.wa.gov](mailto:wemshelp@wtsc.wa.gov) and we will work with you to solve the problem.

### **How do I attach an activity log from a different agency?**

A: Save the Invoice in DRAFT, and contact WEMS Help at 360-725-9860 or [wemshelp@wtsc.wa.gov](mailto:wemshelp@wtsc.wa.gov). Provide the officer name, date of patrol, emphasis type (DUI, Distracted Driving, Seatbelt, etc), and invoice number and they will attach the log for you. You will then be able to complete the invoice process.